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**To: US PATENT AND TRADEMARK OFFICE****From: DAVID C. GOLDMAN, ESQ.****ATTENTION: EXAMINER DR. KANDASAMY THANGAVELU****GROUP ART UNIT 2123****DOCKET NO.: RD-27,376-4****Fax:** (703) 872-9806**Pages including this sheet: 3****Phone:** (703) 305-0043**Date:** July 13, 2004**Re: SERIAL NO. 09/578,095 FILED 5/25/00****• Comments:**

I am faxing "Comments on Statement of Reasons for Allowance" in the above-referenced patent application. This is a formal communication, intended for entry.

If you have any questions, please contact me at (518) 387-5927 or (518) 387-5903.

David C. Goldman, Patent Counsel, Reg. 34,336

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Serial No. 09/578,095

RD-27,376

## CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted by facsimile  
to the US Patent and Trademark Office on the date shown below:

July 13, 2004  
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[Signature] 7/13/04  
(Signature) (Date of Signature)

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor: Aragonés et al.

Serial No.: 09/578,095

Group Art Unit: 2123

Filed: May 25, 2000

Examiner: Thangavelu

Title: System And Method For Predicting  
Timing Of Future Service Of A Product

Response to Paper No.: 14

COMMENTS ON STATEMENT OF REASONS FOR ALLOWANCE

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Accompanying the Notice of Allowability mailed June 28, 2004, were the Examiner's reasons for allowing the above-identified patent application. Below are Applicant's comments to the Examiner's reasons for allowance.

Reasons for allowance are only warranted in instances in which "the record of the prosecution as a whole does not make clear his or her reasons for allowing a claim or claims" (37 CFR §104e). In the present case, Applicant believes the record as a whole does make the reasons for allowance clear and therefore no statement by the Examiner is necessary or warranted.

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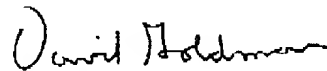
Serial No. 09/578,095

RD-27,376

Applicant agrees that the claimed invention is allowable over the prior art of record but does not acquiesce with the Examiner's reasons. In particular, Applicant believes that the Examiner's reasons for allowance do not properly take into account the Applicant's claimed invention as reflected in the claims, specification and Applicant's responses to the Examiner's office actions. Accordingly, Applicant submits that the Examiner's reasons for allowance are imprecise and have the potential to place unwarranted interpretations upon the claimed invention.

If the Examiner has any questions regarding the present patent application, the Examiner can call Applicant's attorney, David Goldman, at telephone number (518)-387-5927 or (518) 387-5903.

Respectfully submitted,



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David Goldman  
Attorney for Applicants  
Registration No. 34,336

Schenectady, New York  
Dated: July 12, 2004

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